

PA Get Help Now Initiative

11/18/2016

**PA Get Help Now
1-800-662-HELP (4357)**

PA Get Help Now, the new toll-free hotline, **1-800-662-HELP (4357)**, is available 24/7 throughout the Commonwealth to help those suffering from addiction find immediate help.

The goal is to help an individual find immediate help through one phone call, saving someone in crisis the struggle of making multiple calls. The hotline is saving lives, as evidenced by the results of its first few days of operation, when it received almost 200 calls and referred those callers for help.

When an individual calls the hotline requesting help, he or she will talk to a person who can provide assistance, including a screening for emergent care, and a direct “warm transfer” to a treatment provider. The hotline is staffed 24/7 by First Choice Health System, Inc., a call center experienced in helping people access behavioral health services. The hotline will be expanded to include an online chat and teletypewriter (TTY) features.

Reports from the call center will be provided to DDAP and shared with Single County Authorities (SCA) and providers. Some general data will be shared on the DDAP website.

This initiative, provided by the Department of Drug and Alcohol Programs, is an additional tool to help individuals and families in need of immediate detox and/or treatment for substance use disorder. It is another example of how Governor Tom Wolf is making the fight against the opioid crisis a top priority in his administration.

If there are any questions about the hotline, please contact Jodi Skiles at 717-736-7454 or at joskiles@pa.gov.

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